C.L. "BUTCH" OTTER – Governor RICHARD M. ARMSTRONG – Director LESLIE M. CLEMENT - Administrator DIVISION OF MEDICAID Post Office Box 83720 Boise, Idaho 83720-0036 PHONE: (208) 334-6626 FAX: (208) 364-1888

March 24, 2008

Ginny Easterly, Administrator Emeritus Corporation - Loyalton of Coeur d'Alene 205 East Anton Avenue Coeur d'Alene, ID 83814

Dear Ms. Easterly:

On March 13, 2008, a complaint investigation survey was conducted at Emeritus Corporation - Loyalton of Coeur d'Alene. The survey was conducted by Sydnie Braithwaite, RN, Polly Watt-Geier, LMSW, Karen McDannel, RN and Jamie Simpson, MBA, QMRP. This report outlines the findings of our investigation.

## **Complaint # ID00003383**

Allegation #1:

The facility did not provide an identified resident with an ordered specialized diet.

Findings:

Based on observation, interview and record review it could not be determined the facility did not provide the identified resident with a specialized diet.

The MAR for January through February 2006 documented the identified resident had received a controlled carbohydrate diet according to the physician's orders.

On March 13, 2008 from 8:30 AM through 11:45 AM, ten random residents were observed in the dining room. All residents received the appropriate diets according to their needs and physician orders.

On March 13, 2008 from 8:45 AM through 11:30 AM, five residents were interviewed regarding their diet, all residents interviewed stated they had received the proper diet according to the physicians orders.

On March 13, 2008 from 8:30 AM through 11:30 AM, seven staff members were interviewed and stated the residents that receive specialized diets were identified by their placement at the dining tables. Staff further stated they were instructed to check a posted list of residents that required specialized diets before serving residents their meals.

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Conclusion:

Unsubstantiated. Although it may have occurred, it could not be determined during

the complaint investigation.

Allegation #2:

The facility did not assist an identified resident with insulin as ordered by the

physician.

Findings:

Based on record review and interview it could not be determined the facility did not

provide assistance and monitoring of medications.

There were no physician orders for insulin documented in the identified residents

admission record.

On March 13, 2008 at 8:45 AM, the facility nurse stated there was never a

physician's order for the resident to use insulin.

Review of the MARs dated January through February 2006, revealed all medications

on the MAR were in accordance with the physician's orders. There was no insulin

documented on the MARs.

Conclusion:

Unsubstantiated. Although it may have occurred, it could not be determined during

the complaint investigation.

As no deficiencies were cited as a result of our investigation, no response is necessary to this report.

Thank you to you and your staff for the courtesies extended to us on our visit.

Sincerely,

KAREN MCDANNEL, RN

Team Leader

Health Facility Surveyor

Residential Assisted Living Facility Program

KM/sc

c: Jamie Simpson, MBA, QMRP, Supervisor, Residential Assisted Living Facility Program

Karen McDannel, RN, Health Facility Surveyor